The Albion Surgery Newsletter

February 2024

What’s new in the surgery?

**What’s New in the Surgery?**

Sadly we said farewell to

Dr Arscott-Barber in December

When he retired as a GP Partner after 29 years’ service. We wish him well and hope he has many years of adventures and happiness.

**Joiners**

We would like to extend a warm welcome to the following new clinicians:

Dr Nwafor joined our practice as a salaried doctor in January.

Dr Jefferson will be joining us in April.

Chris Wyles, an experienced physiotherapist will be joining our team in April, he will be working with us for two days per week.

News – New Triage System

Our on-line triage system is changing -from the 19th of March, patients will be signposted to complete an Accurx form which replaces the previous e-Consult form. We hope that our patients will find the new form less complex and easier to complete.

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**Building Work**

Building work has completed in the main building and 3 additional clinical rooms, 1 on the ground floor and 2 on the first floor have been created. These have been used since January to host the much needed respiratory hub. The service will be finishing at the end of March and the rooms will be used for our clinicians and other community services. We have also just completed work on a private room in our lobby area, this will be used when patients want to discuss a confidential/sensitive issue with a receptionist.

For your information

**FREE healthy heart checks**

We believe strongly in patient health promotion and offer comprehensive checks to all our patients. We are also pleased to be able to offer health checks for all patients between 40-74, who do not have any existing conditions such as, diabetes, hypertension or coronary heart disease and have not had a health check in the last 5 years.

If you are interested in having a free healthy heart check, please make an enquiry at reception.



Patient Access is a great resource for you to book appointments with the GP,

see future appointments and order repeat medication. If you have not

already and would like to sign up for Patient Access, please see reception who will happily set up your Patient Access and email your codes.

For this you will need to bring in: photographic ID (passport, driving license or freedom pass) and one document dated within the last 3 months as proof of current address (utility bill or bank statement).

Patient guide

**Appointment Booking**

For routine or follow up appointments you can book an appointment at the practice using the NHS or patient access app. These appointments are available up to 2 weeks in advance and released daily.

For all other queries or problems please complete an Accurx form using the link on our website. This service is most appropriate for new/urgent problems, where you are seeking advice first, when you cannot wait for the appointments available or if you are unsure if an appointment is required.

If you are unable to complete an Accurx form or book an appointment online please contact the practice by telephone or in person and our reception team will take your details and signpost you correctly.  
  
Please note if you are unable to successfully complete an Accurx form because the system has triaged your symptoms as urgent for example: chest pain, please follow the advice given by Accurx as usually these symptoms require emergency department assessment.  
  
Please note that we have many health professionals working in the practice team so following your query you may be directed to a GP, Paramedic, Nurse, Pharmacist, Advanced Clinical Practitioner or another external NHS service as appropriate.

**Morning, Evening, and Saturday appointments**

Our surgery is part of a small group of surgeries called a Primary Care Network and we work together in a number of ways.  Our neighbouring GP surgeries in the Primary Care Network are known as the APL PCN, details of the surgeries and locations are as follows

**Bursted Wood Surgery**

219 Erith Road, Bexleyheath, DA7 6HZ

**Lyndhurst Medical Centre**

41 Lyndhurst Road, Bexleyheath, DA7 6DL

**Plas Meddyg Surgery**

40 Parkhill Road, Bexley, DA5 1HU

In addition to our normal opening hours, we also offer appointments in the morning, evenings and on Saturdays at one of the above surgeries.

Our registered patients will be able to book routine GP appointments and Nurse appointments between the hours of 18:30-20:00 weekdays and 09:00-17:00 on a Saturday. We hope that this will help you have greater access and more flexibility of when you are seen. Please note only our fully registered patients can be seen at these locations.

These appointments should not be used for a follow up appointment, as continuity of care is important, but if you have a non-urgent problem and can’t wait for our next routine appointment, please call our receptionists who will be happy to book an appointment for you.

The Nurse or local GP will, with your consent, have full access to your medical records and we will receive details of the consultation automatically.

**To book an appointment for evenings and Saturdays**

Contact us in the usual way (by phone or online) to make an appointment.

Alternatively, if you need any support, please contact NHS 111

online ([www.111.nhs.uk](http://www.111.nhs.uk/)) or by calling 111 if you do not have access to online services

**Checking in Machine**

Patients are reminded to use the checking in machine which is located next to the reception window. Patients sometimes find the system slow, but are encouraged to use with patience.

**Reports**

Please note that patients’ requests for paperwork, eg, private letters, insurance claims and holiday cancellations etc will incur a **standard set fee**.

A list of current fees can be obtained from reception. If you are unsure of the cost, please ask to speak to a receptionist who will check this for you.

Please note processing such requests may take up to 10 working days.

**Prescriptions**

Prescriptions will be ready to collect within 3 working days – either EPS or from your chemist or in the surgery.

Please contact your pharmacy to see if your prescription is ready before contacting us.

Prescriptions cannot be requested over the phone.

**Not attending or cancelling appointments**

A recent audit has shown that up to **50 appointments are lost per week** because

patients fail to inform us that they no longer require their appointment.

Thank you to those patients who inform us if they are unable to attend an appointment.

Please help us to help our patients by informing us as soon as possible if you no longer need your appointment. We can then offer this to someone who is in need of seeing their doctor or nurse.

***MOBILE PHONE NUMBERS/E-MAIL ADDRESS***

***If you haven’t already given us your mobile phone number or e-mail address, please ensure that you provide this information at your next visit.***

**Patient Participation Group (PPG)**

Our Patient Participation Group has now been running for 10 years and we have an established Group of members. The group is a member of NAPP (National Association for Patient Participation).



The group is involved with fundraising for the Practice and for various charities. They provide a patient voice towards patient services.

All of our patients are automatically members of this group if you want to be involved more please leave your details with the reception team and a member of the group will contact you.

We are always seeking new members who can bring their individual ideas to the group and represent their age groups.

**Young mums or dads – joining the PPG would enable you to have a voice**

**Teenagers – we are seeking teenagers to join the PPG and would welcome virtual members to the group as your ideas are just as important.**

Please give reception your details and a member of the PPG will contact you with more information

***We would like to thank the PPG for all their hard work in continuing to support the practice.***